

E STREET CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) POLICY

In the normal course of providing communications services, E Street collects and maintains certain information about customer accounts. This information, when matched to a customer's name, address and calling or originating billing telephone number is known as "**Customer Proprietary Network Information**," or CPNI for short.

CPNI includes the information that we have relating to the (1) quantity, technical configuration, type, destination, location, and amount of your use of phone service, and (2) information contained on your phone bill concerning the phone services that you receive is subject to additional privacy protections. Examples of CPNI include information typically available from details on a customer's monthly phone bill — the type of line, technical characteristics, class of service, current phone charges, long distance and local service billing records, directory assistance charges, usage data and calling patterns. CPNI does not include your name, address, and phone number standing alone. As a subscriber to our phone services, you have the right, and E Street has a duty, under federal law, to protect the confidentiality of CPNI.

The Telecommunications Act permits E Street to use, disclose, and permit access to CPNI obtained from our customers, either directly or indirectly, to:

- initiate, render, bill, and collect for telecommunications services;
- protect our rights and property, and protect our users of these services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, these services;
- provide any inbound telemarketing, referral, or administrative services to you for the duration of the call, if you initiated the call and you approve of the use of this information to provide these services

E Street offers many communications-related services, for example, E Street Internet services. From time to time we would like to use the CPNI information we have on file to provide you with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to your specific needs. We would like your approval so that we, our agents, affiliates, joint venture partners, and independent contractors may use this CPNI to let you know about E Street's communications-related services other than those to which you currently subscribe that we believe may be of interest to you.

You have the right to restrict this use of CPNI by "opting-out" of use of your CPNI. ***IF WE DO NOT HEAR FROM YOU WITHIN 30 DAYS OF THIS NOTIFICATION, WE WILL ASSUME THAT YOU APPROVE OUR USE OF YOUR CPNI FOR THE PURPOSES OF PROVIDING YOU WITH INFORMATION ABOUT OTHER COMMUNICATIONS-RELATED SERVICES. YOU HAVE THE RIGHT TO DISAPPROVE OUR USE OF YOUR CPNI, AND MAY DENY OR WITHDRAW OUR RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING / CONTACTING E STREET AT THE NUMBER BELOW OR VIA THE SUPPORT WEB PAGE.*** (We will also honor any restrictions applied by state law, to the extent applicable.) E Street also offers various other services that are not related to the communications services to which you subscribe. Under CPNI rules, some of those services, such as E Street's Tech Services, are considered to be non-communications related services. It is possible you may be asked during a phone call with one of our representatives for your oral consent to E Street's use of your CPNI for the purpose of providing you with an offer for products or services not related to the phone services to which you subscribe. If you provide your oral consent for E Street to do so, E Street may use your CPNI for the duration of such phone call in order to offer you additional services. Any action that you take to deny or restrict approval to use your CPNI will not affect our provision to you, now or in the future, of any service to which you subscribe. You may disregard this notice if you previously contacted us in response to a CPNI Notification and denied use of your CPNI for the purposes described above. Any denial of approval for use of your CPNI outside of the service to which you already subscribe is valid until such time as your phone services are discontinued or you affirmatively revoke or limit such

approval or denial. You may call us at 1-877-EStreet, Email us; support@estreet.com, or notify us in writing to deny or restrict use of your CPNI at:

E Street Communications Inc.
96 Inverness Dr E. Ste: G
Englewood, CO 80112
Attention: CPNI Notice Specialist